

PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,676	Examiner:	Mosser
Filed:	08/31/2001	Art Unit:	3714
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115
Title: System and Method for Automated End-User Support			

Confirmation No. 8505

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Examiner Mosser:

In response to the Office Action mailed on July 01, 2008, the period for response having been extended for one month, please amend the above referenced application as follows:

Amendments to the claims begin on page 2 of this paper.

Remarks begin on page 8 of this paper.